

EXHIBIT A

Using Domino? Why You Need Lotus Workflow!

I already have Domino, why do I need Lotus Workflow?

The drawback in just using Notes/Domino to build workflow applications is that the workflow piece is hard-coded into forms. Any changes in the application or the organization require recoding which takes time, money and people resources. Domino stores all information in a single space. This makes it more difficult to develop sophisticated workflow applications and even more difficult to change them later on.

Lotus Workflow separates key workflow elements so that changes in one element do not affect changes in the others. Key elements include:

- work routing rules
- the people, their roles and organizational context
- applications, forms and documents that are being worked on a routed during a workflow process.

What 'Value Add' does Lotus Workflow provide on top of Domino?

With Domino, any distribution of workflow is hard-wired which makes version control of an application very expensive. Lotus Workflow makes it easier to *touch and refine company's processes* that reflect changing business needs.

In workflow there is '*Delegation handling*' where work items automatically get rerouted. For example, with Domino there is an 'Out of Office' agent that can be set up to respond to whomever sends you email letting them know you are unavailable to respond until a certain date. But what happens if there is an urgent request? Who will handle this while you are out of the office? With Lotus Workflow one can set up a delegation rule that automatically routes your email to a person who you have assigned to the task. That way any urgent email gets addressed immediately. This type of workflow programmability allows you to have a more responsive organization.

With Lotus Workflow, one gets a *definition of the process and documentation* at the same time. For example, there is no visual flowchart in Domino and no accompanying documentation. If any changes are made to the workflow process, a manual copy would have to be updated to reflect this change. With Lotus Workflow, this feature of automatic process definition and documentation is part of the architect component. Lotus Workflow eliminates cumbersome manual processes that are prone to communication errors.

End users can *visually orient themselves* to the progress of their work. Using the viewer component, one can trace what steps have been carried out or what is going on in parallel. This type of immediate information provides knowledge and understanding of where one is in the business situation. It gives a level of transparency to the business situation at hand.

What does Domino provide in terms of workflow?

Domino provides the platform for collaboration and information-sharing, and satisfies a wide range of workflow applications.

Since its introduction Notes has provided workflow capabilities including:

1. rich set of object services
2. programmability functions
3. highly flexible environment

Domino has provided tools to build applications, including collaborative, enterprise and customer-focused applications and Lotus Business Partners have been coding workflow applications for years using:

- Notes APIs
- LotusScript

However, with the complementary addition of Lotus Workflow, it is now easier to create and maintain these applications.